**Jenda Foster Care Grievance/Complaint Process**

**Purpose:** To ensure that the concerns of youth and families served by Jenda Family Services are heard and addressed in a timely, fair, and respectful manner.

**Scope:** This process applies to all youth and families receiving services from Jenda Family Services. It is made available at the initiation of services and every six months thereafter.

**Procedure:**

1. **Initiation of Grievance/Complaint:**
	* A grievance or complaint can be initiated by any youth or family member receiving services from Jenda Family Services.
	* The grievance or complaint can be submitted in writing, verbally, or through electronic communication. This can be completed by email or through out website at jendafamilyservices.com.
	* Grievances or complaints should be directed to the assigned caseworker or directly to the Grievance Coordinator.
2. **Acknowledgement of Receipt:**
	* Within 48 hours of receiving a grievance or complaint, Jenda Family Services will acknowledge receipt to the complainant.
	* The acknowledgement will include the name of the member of Jenda Management handling the matter and an estimated timeline for resolution.
3. **Investigation and Review:**
	* Jenda Management will investigate the grievance or complaint thoroughly, including gathering relevant information and interviewing involved parties.
	* The investigation will be conducted in a fair and impartial manner.
	* Confidentiality will be maintained throughout the process, except where disclosure is necessary for the resolution of the grievance or complaint.
4. **Resolution:**
	* Within 14 days of receiving the grievance or complaint, the Jenda Management member will provide a written response to the complainant.
	* The response will include findings from the investigation, any actions taken or to be taken, and a timeline for implementation of any remedies.
	* If additional time is required to resolve the grievance or complaint, the complainant will be informed of the delay and provided with a new resolution timeline.
5. **Appeal Process:**
	* If the complainant is not satisfied with the resolution, they may appeal the decision within 7 days of receiving the written response.
	* Appeals should be directed to the Program Director.
	* The Program Director will review the appeal and provide a written response within 14 days of receipt.
6. **Final Resolution:**
	* The decision of the Program Director on an appeal is final.
	* All documentation related to the grievance or complaint, including the initial complaint, investigation findings, resolution, and any appeal documents, will be maintained.
7. **Ongoing Availability:**
	* Information about the grievance/complaint process will be provided to all youth and families at the initiation of services and every six months thereafter.
	* Copies of the grievance/complaint policy will be available upon request.
8. **Contact Information:**
	* Foster Care Program Director: [Parker Holley, parkerholley@jendafamilyservices.com, 531-500-5284]

**Review and Updates:** The grievance/complaint process will be reviewed annually and updated as necessary to ensure effectiveness and compliance with all relevant regulations.